

PROCEEDINGS OF THE AGING & DISABILITY RESOURCE CENTER OF BROWN COUNTY BOARD MEETING

May 24, 2012

PRESENT: Keith Pamperin, Pat Hickey, Beth Relich, Joan Swigert, Pat Finder-Stone, Bill Clancy, Barb Robinson, Marvin Rucker, Donajane Brasch, Libbie Miller

EXCUSED: Steve Daniels, Lisa Van Donsel, Tom Diedrick

ALSO PRESENT: Devon Christianson, Christel Giesen, Arlene Westphal, Debra Bowers, Laurie Ropson, Mary Schlautman, Sandy Groeschel, Tina Whetung, Diana Brown, Denise Misovec, Jake Sweeney, Bob Glejf, Robin Stanton

PLEDGE OF ALLEGIANCE.

ADOPTION OF AGENDA: Mr. Pamperin amended the agenda by adding agenda item 11-A Receive and place on file the Executive Committee's Report. Sup. Clancy moved and Ms. Finder-Stone seconded to adopt the agenda noting the above noted amendment. **MOTION CARRIED.**

INTRODUCTIONS: Introductions were made by those present.

APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF APRIL 26, 2012: Ms. Finder-Stone moved and Ms. Brasch seconded to approve the minutes of the regular meeting of April 26, 2012. **MOTION CARRIED.**

COMMENTS FROM THE PUBLIC: None.

FINANCE REPORT:

- A. **REVIEW AND APPROVAL OF THE APRIL 2012 FINANCE REPORT:** Ms. Bowers reported no expense or revenue irregularities. At this time we are expensing and drawing revenues as predicted.

Ms. Bowers is working on fine tuning the Financial Report by adding some new columns in the future. These would include columns for monthly Current Year to Date Budget, Revenue Variable Trends, Medical Assistance Capture, and Program Donations. This will allow evaluation of budget targets and comparisons.

Ms. Miller moved and Ms. Hickey seconded to approve the April 2012 Finance Report. **MOTION CARRIED.**

- B. **REVIEW AND APPROVAL OF RESTRICTED DONATIONS:** Board Members reviewed the Restricted Donations of \$4,000 in memory of Lynn Komisarek: \$1,000 for the Medical Loan Closet and \$3,000 for the Information & Assistance Department.

Ms. Miller moved and Ms. Hickey seconded to approve the Restricted Donations. **MOTION CARRIED.**

REPORT OF REGIONAL ADVISORY LONG TERM CARE COMMITTEE: Ms. Finder-Stone reported that she, along with Ms. Hickey and Ms. Van Donsel, represented Brown County on the ADRC Regional Advisory Long Term Care Committee. Following is a brief outline of the topics they discussed along with comments:

PACE: We do not have PACE in Brown County.

PARTNERSHIP: We do not have Partnership in Brown County. This program combines acute medical services and long term care services.

FAMILY CARE: There are large staff turnovers and lot of paperwork. There is a huge concern about services being discontinued and transportation is an issue.

- IRIS: The general feeling was that the budget allocations were not sufficient. The advantage is that you can hire your own workers.
- The ADRC: This was a very positive discussion. Homebound Meals was a big strength. Transportation continues to be an issue. The Benefit Specialist Program is critical, value added service. One gentleman summed up the ADRC with the 4 Cs: Communication, Collaboration, Commitment & Consideration.

Ms. Finder-Stone noted that a more detailed report would be forthcoming from the state. Mr. Pamperin thanked Ms. Finder-Stone and Ms. Hickey for volunteering to represent Brown County. Ms. Van Donsel was not present.

AGING UNIT PLAN AND LISTENING SESSIONS: Ms. Christianson thanked the board members for attending the Listening Sessions. Some of the themes that came to surface at these sessions included:

- ❖ How individuals rely on family for support but don't consider family members as caregivers
- ❖ People want to be connected
- ❖ People want to stay active
- ❖ The rural communities are self-reliant and feel disconnected
- ❖ People want their privacy
- ❖ Transportation is an issue
- ❖ Older people want to give back to the community
- ❖ People don't know where to call to get connected

Ms. Christianson noted that this was a nice gathering of information that will be a contributory factor in preparing our Aging Unit Plan and a report will be forthcoming.

NEW CURATIVE – FEE RESTRUCTURE DISCUSSION: Ms. Christianson noted that since the April Board Meeting, regarding NEW Curatives Fee Restructuring, an all-day meeting was held with GWAAR (Greater Wisconsin Agency on Aging Resources, Inc.) and Barb Robinson had e-mailed Jim Schmidtkofer from The Bureau on Aging and Disability Resources at the state for technical assistance. Ms. Christianson referenced the document Strengthening the "Aging Network Issues Brief: Older Americans Act Cost Sharing" that was distributed in the board packet. Title III Grant Dollars (Federal Older Americans Act Funding) only allows certain programs to have a sliding fee scale; however, this must be approved throughout the state. A sliding fee scale can only be based on income and no verification of information is allowed. If a consumer is unable to pay, the program is not allowed to collect and must allow the consumer to continue in the program. The administrative burden to put in place a sliding fee would outweigh the benefit of minimal increased revenue.

Ms. Misovec, from NEW Curative, gave a brief overview of the current NEW Curative Adult Day Care Programs. She referred to a handout she had prepared tracking the daily attendance in each of the programs and the average length of stay. The increase in the numbers served this year indicates the community is in need of these services. She went on to explain that the concept of these programs is to provide a place to come together with others while providing meaning and purpose to their day. These Day Care Programs provide homebound meals, transportation to the program, bathing, and hair care.

Ms. Brown, from NEW Curative, reported that they are asking clients to donate \$25 per day. 64% of the people donate the \$25 per day giving Curative 57% of what they are asking for. However, they are still looking at a \$180,000 deficit. NEW Curative intends to continue to keep the Title III funds they currently receive from the ADRC and they are evaluating how they might also impose a sliding fee scale. They are looking at several options to do this. One solution could be to maintain one of the day programs as a donation based service with Title III funds and have a sliding fee scale in the other three programs. One of the difficulties is identifying which specific programs will be a donation program and which will be a fee for service model. Another solution could be to designate a certain amount of slots

in each program as donation slots; however, how do they make this fair and equitable. Ms. Brown stated that the Curative Board feels they should be asking people to pay in order to sustain the programs. This could mean Curative could have 3 types of programs: those that are fee for service, programs that are on a sliding fee scale and programs that are simply donation. Curative needs to decide on a model. NEW Curative's board will decide how and when they will implement this new model.

2013 BUDGET PROCESS, CALENDAR AND REQUESTS: Ms. Christianson collected the pink survey that was in each board members packet. These will be tallied and a notice will be mailed out as soon as a date for the July meeting has been set.

Ms. Christianson drew board members attention to the 2013 Budget Workplan included in the board packet. She explained that budget packets and levy targets would not be distributed until June 28th and our budget must be approved by our board sometime between then and July 16th when budget submission meetings begin. This is the reason for combining the June and July Meetings into one meeting the second week in July. She noted that she is already working on all elements and components of the budget collecting information that will be used to prepare our 2013 Budget.

ARAMARK CONTRACT DISCUSSION: Mr. Pamperin noted that the issue for discussion is the ADRC's dissatisfaction with the quality of food being provided by Aramark for our Homebound Meal Program. Jake Sweeney, Director of Operations with Aramark for 15 years, Bob Glejf, Food Service Division, and Robin Stanton, General Manager, represented Aramark at today's meeting to discuss this issue.

Mr. Sweeney began by expressing how very humbled they are today for the quality of food they have been providing and the mistakes that have occurred are unacceptable. He agreed that they have failed and they can't explain issues like outdated milk. The strategies they are putting in place to correct some of the issues include adding 2 more staff. This would mean 2 more sets of eyes to check quality, numbers and serving sizes. They have also changed some forms that now require signatures. Mr. Sweeney offered an option that could be considered in the future. Aramark could pack the food in Oliver trays so they would know the portions are correct. This would also save the ADRC time. Another possibility is if a product was not satisfactory they would consider crediting the invoice. Mr. Sweeney expressed their desire to have another opportunity to work on this contract and revisit the situation again, in perhaps another 30 days.

Mr. Pamperin noted that there has been a considerable amount of correspondence documenting some of the same errors, outdated milk and moldy buns. He questioned why we should believe that this won't continue. Mr. Glejf's response was that Aramark has put in place new forms that require signatures for more quality control, and they are sending extra product. He went on to say that in these instances of moldy buns and outdated milk, the product was replaced before any of it reached the end consumer. Mr. Sweeney remarked that there are no excuses and he wouldn't attempt to offer any because it would be insulting. Ms. Miller remarked that we are concerned about the quality continuing after the 30 days. Mr. Sweeney stated that if the ADRC would agree to another 30 days and mistakes were made in the future; Aramark would back out of the contract in a professional manner.

Mr. Pamperin asked how they would deliver in a timely manner. The response was that additional employees would be taking on some of these delivery issues. Ms. Swigert asked if they had training issues. They assured us that they do have checks and balances in place but perhaps they need to be modified. Mr. Glejf and Mr. Sweeney stated that they will make every effort to correct the delivery times. Mr. Sweeney noted that they have other contracts both in Wisconsin as well as around the country and they realize that both Aramark's and the ADRC's reputations are on the line. They will also be committed to working harder on the menu options to make the product satisfactory.

Mr. Pamperin affirmed that our Homebound Meal Program serves the most needy and we cannot continue to tolerate this. He went on to say that we want to partner with Aramark but in order to make this work, we need a quality product. We will expect that Aramark will stay in communication with the

ADRC, deliveries will be on time, and the quality of the product will be good to excellent. He reaffirmed that the ADRC wants to make this work. Mr. Pamperin also informed the representatives from Aramark that the ADRC Executive Committee had met earlier this morning and will be making their recommendation to the full board that we expect this situation to substantially improve, will be consulting with Corporation Counsel on the matter of the contract, and will be authorizing the Director to give the required notice of termination if things do not improve within 30 days.

RECEIVE AND PLACE ON FILE THE EXECUTIVE COMMITTEE'S REPORT: Mr. Pamperin reported that the Executive Committee met earlier this morning, discussed the Aramark Contract, and are recommending that the board authorize Ms. Christianson to consult with Corporation Counsel as to how to proceed with the minimum 30 day notice of termination of the contract.

Ms. Miller moved and Ms. Finder-Stone seconded that the Executive Committee recommends that the ADRC Board authorize the Director, Devon Christianson, to proceed with a minimum 30 day notice of termination of the Aramark Contract, in accordance with the terms of the contract, following consult and guidance of Corporation Council. **MOTION CARRIED.**

FAMILY CARE UPDATE: Ms. Christianson cited no current updates to report; and, we are waiting to see how the state is going to expand Family Care. At this time the target for us is the first quarter of 2014.

DIRECTOR'S REPORT: Ms. Christianson informed board members that a thank you letter was sent to Troy Streckenbach on their behalf for the commitment and support of Carolyn Maricque and Wendy Charnon in assisting with the moving of our agency onto the Logo's System.

She also noted that a plant had been sent to Mr. Diedrick from the ADRC Board of Directors and he thanks everyone for that.

- A. Ms. Christianson stated that she is charged with providing board members with Annual Reports for their perusal. The yellow narrative included in the board packet is the ADRC's Long Term Care in Motion Report which provides information on all of Wisconsin's Long Term Care Programs.

The pink narrative included is from ORCD (Office of Resource & Community Development). This is a statewide report on all ADRCs and Family Care.

- B. Ms. Christianson reminded board members that the ADRC of Brown County, along with the ADRC of Waukesha County has been participating as a pilot on Options Counseling. Included in that pilot has been increasing I & A staff skills in Motivational Interviewing. We have been working with Dr. David Rosenthal on Motivational Interviewing Research. Motivational Interviewing is identified as a strategy that addresses ambivalence within a consumer. Someone who is "stuck" and struggles to move forward on tough decisions like accepting services or moving out of a home. This strategy is well suited to Options Counseling as decision support is a critical element of that service. Our staff has spent hours in trainings, exercises, self-assessments, consumer surveys, role playing on Motivational Interviewing. The research done by Dr. Rosenthal concluded that the consumer felt we were really listening and engaging in their situation. This was a very positive outcome.

LEGISLATIVE UPDATE: Sup. Clancy reported that at this time the County Board is getting into the budget and focusing on the repair of some of the county buildings.

ANNOUNCEMENTS:

- Mr. Pamperin informed Board Members that Mr. Diedrick was currently a resident at Manor Care West and would welcome visitors, phone calls and/or cards.
- Ms. Finder-Stone encouraged everyone to be sure to vote.

NEXT MEETING DATE: The next meeting will be focusing on the 2013 Budget and will be held sometime during the second week in July. Board members will be receiving a notice in the mail as soon as the date has been set.

ADJOURN: Ms. Miller moved and Ms. Hickey seconded to adjourn the meeting. **MOTION CARRIED.** The meeting adjourned at 10:35 a.m.

Respectfully submitted,

Arlene Westphal, Secretary